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## \*BIBDATASHEET\*

CONFIRMATION NO. 1127

Bib Data Sheet

<b>SERIAL NUMBER</b> 10/810,663	<b>FILING OR 371(c) DATE</b> 03/29/2004 <b>RULE</b>	<b>CLASS</b> 714	<b>GROUP ART UNIT</b> 2114	<b>ATTORNEY DOCKET NO.</b> 200312044-1
<b>APPLICANTS</b> Yassine Faihe, Echirolles, FRANCE; Philip Andrew Flocken, Denver, CO;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 06/07/2004				
Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance	<b>STATE OR COUNTRY</b> FRANCE	<b>SHEETS DRAWING</b> 2	<b>TOTAL CLAIMS</b> 20
Verified and Acknowledged	Examiner's Signature _____ Initials _____			<b>INDEPENDENT CLAIMS</b> 3
<b>ADDRESS</b> 22879				
<b>TITLE</b> REMOTE SOFTWARE SUPPORT AGENT SYSTEM WITH ELECTRONIC DOCUMENTS FOR TROUBLESHOOTING				
<b>FILING FEE RECEIVED</b> 770	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	

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6/19/07